

FREQUENTLY ASKED QUESTIONS (FAQ'S)

- **How do I apply for a property?** You can start the application process by visiting jacobgrant.com and filling out an application online. You can also fill out a lease in person at our office.
- **What is required to apply?** In addition to an application, you will need to provide a government-issued ID and 3 months' proof of income. A credit and background check will also be performed as part of the application process.
- **Is there an application fee?** Yes, there is a non-refundable \$40 fee, that is good on all properties for up to 12 months. Each individual over 18 must submit their own application and pay the fee.
- **What forms of payment do you accept?** We accept credit cards, debit cards, and online banking information.
- **How long does the application process take?** The application process typically takes 24-48 business hours but can vary depending on the property and the volume of applications received.
- **What is the lease term?** The lease term is typically 12 months but may vary depending on the property and time of year.
- **How much is the security deposit?** The security deposit is 50% of the total refundable deposit and may depend on the property and creditworthiness.
- **Can I make payment on the security deposit?** We do not accept payment on the security deposit and require it be paid in full to secure the property.
- **When is the rent due?** The rent is due on the first of every month.
- **What is the late fee?** The late fee is 10% of rent and recurring charges.
- **How can I pay rent?** Rent can be paid online through your tenant portal.
- **Where do I pick up my keys?** Keys will be left for you at the property and we will arrange contact-less access to get your keys on the day of your move-in.

· **Do I have to pay Renter's Insurance** Yes, renters' insurance is required. You have the following two options to choose for obtaining renters insurance.

- Option 1: Do nothing. You will be automatically enrolled into an insurance policy as part of the Resident Benefits Package. No further action is required. Coverage will begin on the effective date of your lease and continue throughout the lease term.
- Option 2: Buy a policy. If you prefer you may find, purchase, and maintain another policy. Visit <http://insurance.residentforms.com/> and follow the instructions listed there to provide evidence of the required insurance coverage to you Jacob Grant Property Management

§ *Please be sure that your policy meets the following criteria prior to submitting:*

- *The policy is purchased from an A-rated carrier.*
- *Policy meets or exceeds the required \$100,000 in property damage and legal liability.*
- *Jacob Grant is listed as additional interest.*
- *Jacob Grant address is listed as: PO Box 660121 Dallas, TX 75266*

· **I have a Service Animal and/or an Emotional Support Animal. The property is not pet friendly. Can I have my animal? Do I have to pay a pet deposit? Do I have to pay any pet fees?** All our properties, regardless of pet policy, allow service animals/emotional support animals if the following criteria are met. A pet deposit and any pet fees do not apply to service/emotional support animals.

- A doctor's/therapist note is provided to Jacob Grant with the number and name of the animal(s).
- Animal details are provided to Jacob Grant

§ These must be done BEFORE the animal is allowed on the property.

· **Will there be a Move in Inspection?** We will send you a self-guided form to fill out via zInspector on the day of your move-in. This must be completed within 72 hours of your move in date.

· **What should I do if I have a maintenance issue?** Please submit all maintenance requests through your tenant portal. In case of an emergency please call our 24-hour emergency maintenance line.

- **Can I break my lease?** Breaking a lease is typically subject to penalties and fees. Please refer to your lease agreement for specific terms and conditions.
- **Can I renew my lease?** Yes, you can renew your lease. Our leasing office will contact you 60 days prior to the end of your lease to discuss terms and renewal options.
- **Do I have to submit a 30-day notice?** Yes, in all cases, you must submit a 30-day notice. Please submit that through your tenant portal.
- **Will there be a move-out inspection?** Yes, once you have moved out our leasing team will perform a move-out inspection.